

Performance Measures

Performance measures for public transportation commonly indicate quality, efficiency, and mobility (or effectiveness). The following lists represent a sampling of performance measures.

Summary of Public Transportation

The *Washington State Summary of Public Transportation* applies these performance measures to each of the transit agencies' annual statistical data.

- Operating cost / revenue vehicle mile
- Revenue vehicle hours / total vehicle hour
- Revenue vehicle miles / revenue vehicle hour
- Passenger trips / revenue vehicle hour
- Passenger trips / revenue vehicle mile
- Fares / operating cost
- Operating cost / passenger trip
- Operating cost / revenue vehicle hour
- Operating cost / total vehicle hour
- Revenue vehicle hours / FTE

Miscellaneous

These measures demonstrate the breadth of possibilities in crafting performance indicators.

- Percentage of local funding of system
- Potential transportation disadvantaged population served
- Accidents per 100,000 miles
- Miles between road calls
- Rider satisfaction
- State savings through Medicaid brokers' coordination with transit agencies
- Social and economic impacts of access to employment, education, shopping, recreation, medical care, and social services by transportation disadvantaged populations
- Cost benefits of enabling the continuation of independent living